



PATENT  
Attorney Docket No. 08516.0005-00  
SAP Reference No. 2002P10026 US

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
Thomas AREND ) Group Art Unit: 2129  
Application No.: 10/697,433 ) Examiner: Peter D. Coughlan  
Filed: October 31, 2003 )  
For: IDENTIFYING SOLUTIONS TO ) Confirmation No.: 7747  
COMPUTER PROBLEMS IN MAIN )  
SYSTEM BY SERVICE SYSTEM )

**Mail Stop Issue Fee**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**COMMENTS ON STATEMENT OF REASONS FOR ALLOWANCE**

To the extent that the Examiner has paraphrased or characterized the claims and the teachings of the prior art in the Examiner's statement of reasons for allowance, Applicants decline to subscribe to any such paraphrasing or characterization. Applicants disagree with the Examiner's characterization of the invention to the extent that the Examiner's paraphrasing of the claims may impart a different scope or meaning than the express language of the claims.

To the extent that the Examiner has characterized Applicants' motives for making claim amendments, Applicants decline to subscribe to any such characterization.

Please grant any extensions of time required to enter this response and charge any additional required fees to Deposit Account 06-0916.

Respectfully submitted,

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GARRETT & DUNNER, L.L.P.

Dated: May 16, 2008

By: 

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